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GRANITE STATE LIBRARIES

New Hampshire Public Libraries Reaching Out to Their Communities During Pandemic

This issue is dedicated to the state's public librarians who are reinventing public librarianship to meet the rapidly changing needs of their communities.

Cook Memorial Library publishes *Tamworth Daily Bulletin*

Mary Cronin, Director, Cook Memorial Library, Tamworth

On March 16th, the Cook Memorial Library building was closed to the public due to COVID-19 pandemic. On that day, director Mary Cronin started the *Tamworth Daily Bulletin*, a two-page just-the-facts update of news the community can use, published on weekday afternoons "during the COVID-19 pandemic." Tamworth's Emergency Response Team (Selectmen, Fire & Rescue, Police, Town Welfare, and Town Nurse) was concerned that people without internet were missing important local information, and this is the library's way of providing a necessary service and taking one task and worry away from the Emergency Response Team.

TAMWORTH DAILY BULLETIN

Published by the Cook Memorial Library, Monday through Friday afternoons during the COVID-19 pandemic.
Send updates for the next edition to mary@tamworthlibrary.org or call 323-8510 and leave a message.

Tuesday, March 17, 2020

Town Office news: Town Office, Tax Collector/Town Clerk's Office Closed until Further Notice. To address the concerns surrounding the COVID-19 virus, the Board of Selectmen have decided to close the Town Offices to the public. Business will continue, but we ask the public to perform any business with the Town by calling 323-7525. Committees have been asked to postpone planned meetings. If meetings, such as the Board of Selectmen cannot be postponed, then we are asking that the public limit their attendance.

Town Clerk/Tax Collector news: Office will be open by appointment only on

Mary Cronin describes the project: "the *Bulletin* was an immediate success, and we have had many grateful messages from people in Tamworth. Content is sent to us by town officials, copied from posts on our community message boards, state government websites, health and human services organizations, local businesses, and more. There hasn't yet been a lack of new information to include in each Bulletin."

"We share the *Bulletin* as a PDF file on our community Google Group (the Tamworth Exchange, with 494 members), and encourage people to share it electronically and to call neighbors who aren't online and read it to them. For the first two weeks, volunteers brought paper copies to local post offices and the 7-11, the only gas station in Tamworth. Once Governor Sununu's stay-at-home order was issued, volunteers no longer delivered paper copies, but each day we email the Bulletin to postmasters, and some of them are printing and posting them at their post offices. We now have volunteers who will read the Bulletin to anyone who calls the library asking for a call back. But from the beginning, there were people in town doing this on their own. The Chocorua Community Church had to cancel their popular daily "mug club" coffee klatch for seniors. The church secretary has been calling the "mug club" seniors each day and reading the Bulletin to them as part of their daily check-in."

All issues of the *Tamworth Daily Bulletin* are posted on the library's website, <https://tamworthlibrary.org>. The inspiration for the Tamworth Daily Bulletin was librarian Michael Sullivan's *Weare in the World* newspaper, and it is dedicated to his memory and legacy of service to the local community.

Wiggin Memorial Library's community newsletters

Lesley Kimball, Wiggin Memorial Library, Stratham

Here at Wiggin Memorial in Stratham, Tricia, our Assistant Director has been doing newsletters forever. It includes: new items, upcoming programs, a "did you know" about a library service/resource, and community notices.

I did a couple of newsletters early on to communicate what was changing (stealing liberally from Julie in Jaffrey and Lara in Newington!). I continued to send as things changed quickly and we wanted to help people find accurate/updated information. I discovered that I liked writing them - it made me feel more connected to the community. By this time we had closed, and the need wasn't still links to the CDC, so I started sharing things that were about day-to-day life changes: working from home, taking care of ourselves in anxious times, and going stir crazy. Even with a topic, they are a mix of things: something fun/surprising, COVID-19 info but from a different angle, staff. Basically what I'm interested in! I stay away from completely dire (yet super important) information since I know people are getting that from other places.

Daland Memorial Library



The staff at the Daland Memorial Library in Mont Vernon, participated in a town wide event this past Sunday, April 4th, to support essential workers. The Mont Vernon Recreation Department encouraged residents and town departments to make a roadside sign or creative a display outside their homes to say thank you to our essential workers. Children's Program Director, JoAnn Kitchel, decorated the windows of the library with hearts of all shapes and sizes and added a lovely message to be seen by all on the corner of Main Street and Grand Hill. Even though our library is closed, our message is clear... We Are Sending Love To You!

-Samantha Gallo, Director, Fuller Public Library

I get really nice messages about the newsletters! Several people have said they look forward to them every day, or that they are comforting. We also get patron engagements and haven't had any unsubscribes so I guess the daily schedule isn't driving people crazy yet!

Canva is my friend and graphics the health orgs have put out. I do pull graphics from other sources (and please, don't contact me about copyright! I took all of those classes too). But, I think the content is less important than the voice. What would I say to someone across the circ desk about this topic and how would I say it? Please "steal" anything that seems useful to your community, but revise it into your own voice; your patrons and community will love to really hear from you.

Nurture Your Mental Health



One of the things Lucia says that helps me focus on what I need in the moment is "be kind to future you." We try to practice random acts of kindness and encourage our kids to be kind, but we so easily forget to be kind to ourselves.

Many of our trusted pandemic sources also offer suggestions for managing stress and anxiety:

- The CDC: <https://tinyurl.com/speerjv>
- Johns Hopkins: <https://tinyurl.com/ttkurj4>

Negative emotions can spread just like a virus. How we can stem the tide: "[The Contagion We Can Control](#)." And, how to build resilience: "[Coping with Fatigue, Fear, and Panic During a Crisis](#)."

Social distancing can be lonely - after all, it's in the name. Take a look at the Washington Post article "Four Ways to Help Prevent Loneliness While You're Social Distancing:" <https://tinyurl.com/t449sf5>

"There's an app for that..." You can find these in the app store for your device:

- [Calm](#): Sleep, meditation, relaxation
- [Smiling Mind](#): Mindfulness and meditation for adults and children
- [Breathe2Relax](#) and [Tactical Breather](#): Breathing exercises and regulation techniques

Sample Newsletter from Wiggin Memorial Library

Concord Public Library produces online crafts activities and more

Mat Bose, Assistant Director, Concord Public Library



The staff at the Concord Public Library have continued to bring educational and entertaining programming to the community using their YouTube Channel and social media outlets. Staff members are using free video editing software (iMovie, Video Editor, Animoto, etc.) to edit and produce brand the new virtual programs and are learning new skills in the process.

The children's staff are posting weekly story times, STEAM activities, and craft projects. One creative staff member even developed a digital escape room based on an imaginary wing of the

library! Adult services staff members are sharing downloadable book and media recommendations, craft projects, and even baking videos! Future plans include a local teddy bear hunt and National Library Week contests and a video of course. *(Photo submitted by M. Bose.)*

Virtual escape rooms using Google Forms: A necessary experiment!

Aidan Sonia-Bolduc, Library Assistant (Hooksett PL) and Library Page (Concord PL) Anne Meyers, Adult Services Librarian (Hooksett PL)

We are all trying valiantly to create virtual programming for our communities right now. While some ideas don't get off the drawing board, others can soar. But for many of our patrons and staff members with young children who are stuck in isolation, anything we can do to bring a few moments of light-hearted distraction is a benefit to our communities!

Aidan Sonia-Bolduc, who is a current MLIS student and works at both the Hooksett and Concord Public Libraries, has successfully launched a digital escape room, accessible to anyone with an internet connection and designed with Google Forms. Beatrice Couser, a full-time library and technical services assistant, collaborated on the graphic design. Here's how Aidan described their process:

"Because this was our first escape room, we decided early on that it would be focused on a young audience, with a light tone and challenges that would be no more difficult than activities one might find in a children's magazine or an elementary homework packet."

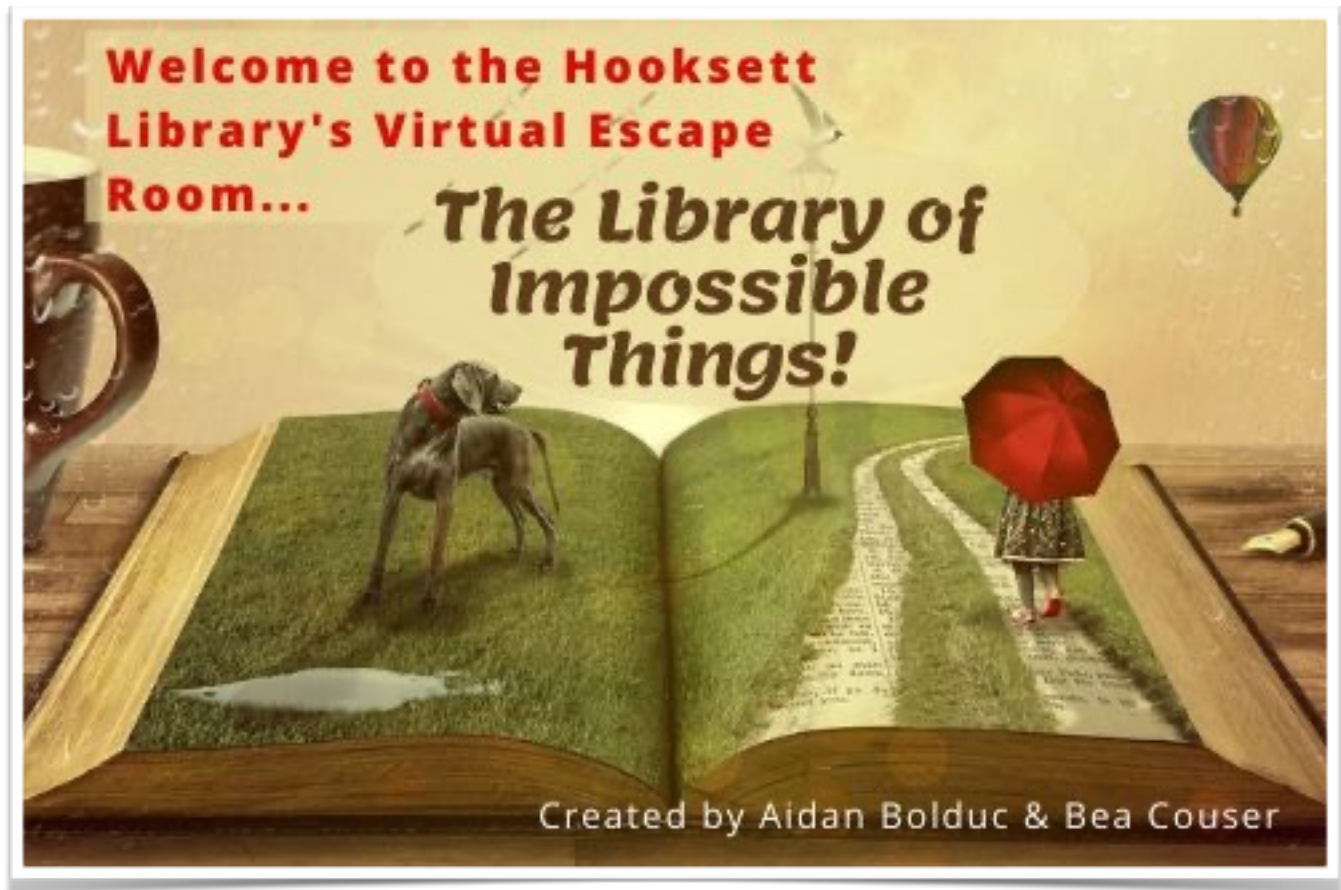
The traditional escape room is exciting precisely because of a strict time limit and often a theme of danger, but we wanted to keep things relaxed and fanciful with a fairytale setting. Many examples are based on popular storybook worlds (Harry Potter, Dr. Who, etc.), while we created our own story about the player being transported to an enchanted library, where the player goes about helping magical creatures solve their problems. It is light, playful, and built to let the player feel successful, which is perfect for young kids!

Following in the footsteps of others within this trend, we used Google Forms as the platform for our escape room, which is a wonderful starting point for experimentation. The core of turning one of these forms into an

escape room is providing a text box to give a dose of narrative to the player, followed by some questions to act as the challenges. This works best when the questions have either been set to *required*, which

will prevent the player from moving on until the proper answer is submitted, or using the multiple choice question option to send players to a “wrong answer!” page if they select an incorrect option.

Bea livened up the entire project with the addition of graphics, including images that were themselves clues for some questions. That addition really brought the entire work up a notch!



Still, this is an improvised use of Google Forms, so it can require some creativity to translate ideas into its specific formatting. Try thinking of all the different ways that a challenge could be presented through the question options Forms provides, and select the one that feels the most natural for a player to interact with in each circumstance.

We would love to hear of other experiments on different platforms that could be even more effective! We hope to make more escape rooms in a range of difficulties, with different target demographics and themes for all of our patrons to enjoy.”

Try this virtual escape room, *The Library of Impossible Things*, at tinyurl.com/hplescaperoom.

Dover librarian 3D printing respirator masks for area hospital

Denise LaFrance, Director of the Dover Public Library shared [this story from the Union Leader](#) about Librarian Peggy Thrasher printing 3D parts for respirator masks for Lowell General Hospital in Massachusetts.

Bearly Reaching Out

Janet Arden, Communications and Adult Programming Manager, Hampstead Public Library

The Hampstead Public Library staff continues to reach out to their town, trying to help people feel safe, warm, and fuzzy. Digital reads and video Storytime aren't the only tools in their toolbox. They have also recruited a couple of fuzzy emissaries, like Sam the Bear, and put them on duty to keep a watch over everything.

Sam looks over the Library front lawn from above, and is always ready to wave to passersby. He first took up a place at the window, when Hampstead was having a Bear Hunt event. Families were encouraged to look for bears in windows and on lawns, in a driving voyage of discovery.

Now Sam supervises the Storybook Walk, which is on the Library's front lawn. It was recently set up to offer people another outdoor entertainment option. The featured book is *We're Going On A Bear Hunt*, retold by Michael Rosen and illustrated by Helen Oxenbury. The book walk was donated to the Library by the Hampstead Mothers' Club a few years ago, and since then it gets put out on special occasions. Naturally, the poles with book pages are now carefully spaced out to allow for social distancing.



Sam keeps an eye on the walk and notifies a librarian if it looks like pages or poles need to be reset. He's very helpful that way.

At night Sam, who is 3-feet-tall, goes downstairs to visit with his 6-foot-tall cousin, Fella. They look around and make sure that the plants and books and toys are not getting lonely. Then in the morning, Fella goes back

to his post by a corner window. He's more shy than Sam, so he's a little harder to see behind the tinted first floor window.

Most days, at least for now, folks can find Sam at his perch in a second floor window. Recently, he was joined by his friend, Betty the Bunny. They made sure that a few colorful Easter egg pictures were pasted in the windows of the Library. They are helping the librarians participate in the town Easter Egg hunt.

The author of this article has it straight from the bear's mouth that he loves being helpful, but he looks forward to kids and adults coming back. He'd like to take a vacation. Or at least, several long naps.



Library-to-Go! Because we aren't book warehouses!

Julie Perrin, Director, Jaffrey Public Library

With the postponement of Town Meeting on March 14, and the closure of schools, the Jaffrey Library Pandemic Policy took effect, leading to a week of curbside service only before we went 100% virtual on March 21. During that week, all staff received teleworking assignments, 1700+ items were checked out at curbside, and our Library Assistant (aka our graphic design guru), Joe Dugan was given the task, "Joe, we need a logo to brand our new digital platform, **Library-to-Go**... like now, can you do it?" Joe is very talented and a perfectionist so the rush instruction was probably the biggest challenge, but wow. The new brand has taken off and after just two weeks of 100% virtual services, our **Library-to-Go** pages have received thousands of visits.

What is **Library-to-Go**? Modern libraries aren't book warehouses, and while people still love their print materials, the books are not our mission. Lifelong Learning is our mission. We can strive to fulfill our mission even without a physical building. Record numbers of people came into the library for our learning programs before the pandemic. Most of our staff participate in programming in some way, and so we needed to take all those programs, even our grant funded ones, online. **Library-to-Go** includes YouTube playlists and activities in PDF and video format for our most popular programs – Storytime, Artist Afternoon, Mad Scientist/STEAM Lab, Code Club, and Bullet Journaling. Seeds from our *Seed Catalog-to-Go* are being mailed out (thanks to a local donor), with instructions online, just like they used to be at the library. Even Take & Make Crafts and Yoga, tied to TumbleBooks are coming soon. We are adding new content every day, and all staff who did programming before are learning to create digital content. We checked out technology to staff and have upped the training to be sure all of our favorite programs are available to the public. In addition to recorded storytimes, songs and activities, we have started a weekly Zoom Storytime at our traditional weekly time slot, and plan to add Zoom book clubs in the weeks ahead.



Just for the record, we do not have a green screen or fancy equipment. We are all learning new tools, and we don't make any attempt at producing highly professional content that bigger libraries might be able to do. Our patrons seem happy to interact with us, the way we are. It's great for our patrons to see that we are all there for them, in a highly visible way, continuing our mission in their daily lives.

Visit us at www.jaffreypubliclibrary.org and click the **Library-to-Go** button in the Library Action Center.

Stay home and stay safe!

Staff meetings during COVID-19: Jaffrey Public Library staff



Peterborough Town Library bookbinding live streaming program

Corinne Chronopoulos, Director, Peterborough Town Library

We are lucky to have a very talented staff person, Nicole Beauchemin, who has a workshop and is a graduate of the North Bennet Street School Bookbinding Program.

Nicole will show you typical repairs and helpful tips. Students will also learn how to create a basic journal with supplies likely on hand at home.

We designed this program for our patrons—it's a total change of pace and we hope they enjoy the behind the scenes look at how we mend books. But —this could be very beneficial to librarians and we welcome you all to join. This was offered as a Facebook live program.



Walpole Staff Writes Book Reviews

Justine Fafara, Director, Walpole Town Library

One of the many staff projects we're working on from home right now is staff book reviews. Our Staff Picks shelf is one of the most appreciated services we offer at the library, and we know our patrons are missing those recommendations. We've encouraged staff to read from home and write a brief book review which gets posted on our website and our Facebook page. Staff are also using

Goodreads and Novelist to find 2 read-a-likes to recommend with their review. We've been trying to make sure that either the title we read and review is available on NH Downloadable Books or that one of the read-a-like recommendations is. We've gotten a handful of emails from patrons thanking us for this service, so we're planning to continue it after we reopen. You can find all of our published reviews on our website at walpoletownlibrary.org/staff-book-reviews

Gafney Library Welcomes New Staff Member

Beryl Donovan, Director, Gafney Library

The Gafney Library in Sanbornville proudly announces the staff addition of Peter Abate as Library Administrative Assistant. Peter is an accomplished artist, the Gafney's former Art Exhibit Coordinator, and is responsible for creating the library's annual major fundraiser, "Art at the Gafney" currently in its 14th year.

Peter brings more than 40 years of management experience to his position. He spent the past 18 years providing services to people with developmental disabilities in the Portland, Maine area. Originally from Lynn, MA, Peter currently lives with his husband David and German shepherd in a log cabin in Newfields, ME.

After several weeks of training with Library Assistant Lynn Shaffer who left with her husband for warmer climes, Peter began working directly with Gafney members on readers advisory activities, processing new items, becoming an expert on the Apollo system, and processing ILLs. His positive and professional interactions with Gafney members have resulted in numerous “kudos” to the library. We are happy to have Peter on board as a member of our staff.

Photo: (Courtesy) New Gafney staff member Peter Abate standing in front of a photo of Judge Charles B. Gafney whose will established the Gafney, built in 1925



Professional Development

From the Desk of Deborah Dutcher, Youth & Adult Services Consultant, NHSL

For all of my NH specific and general resources and ideas, continue to check my blog NHLibraries.org/youthservices. A new post added on 4/7 talks about Professional Development Planning and new-free PD opportunities are added to the list frequently. For a much cleaner visual (not NH specific) page, see “virtual outreach” at OutstandingLibrarian.org. I am now adding *new besides the current weeks additions. The google doc with ideas from the Tuesday Together Talks is here: [Together Talk Ideas for Outreach During COVID19--NOW--This Summer](#).

CSLP 2020 Summer Reading & Orders

CSLP has formed an ad hoc committee to develop resources for libraries to continue to offer a summer reading program despite the pandemic. Watch for more on this in the near future. Libraries that have CSLP orders that have not yet shipped, due to the unprecedented number of library closures as a result of the COVID-19 pandemic, CSLP will be placing all orders on temporary hold until further notice.

To receive your order before the hold is lifted, you will need to send one of the following to: update@cslpreads.org

- Confirmation that your library is able to receive packages at the address provided in the original order
- Provide an alternate address (such as a residential address) where your order can be shipped
- Indicate that you would like to have your order held at a local UPS depot for pick up

Libraries who do not respond will not receive their orders until routine shipping resumes; to be determined. Thank you.

KBA & Summer Learning Grants

Application to both grants have been extended to May 15. Once the grants are awarded, the deadline to expend the funds has been extended to December 31, 2020. Final Reports will be due January 30, 2021. Applications submitted may be edited if you wish, however this is not necessary.

Storytime Basics Online Course This is a simple basics course. In depth material about child development and early literacy skills and practices are covered in other courses. This is about why we hold storytimes, how to choose and read books, openings, transitions, storytime rules and dealing with common behaviors. We will also talk about songs, fingerplays, props and play.

Enter the following and I will generate an email inviting you to the course. It will give you a password that you will change once you enter.

Course begins Wednesday April 15. We will begin with the General module with introductions and another forum. A posting for each module forum is required for certification and more discussion highly encouraged. Modules will run from Wed-Tuesday but the sooner you can post in the forums--the more conversation we can have.

Please email [me](#) with any questions and suggestions.

Digital services available during pandemic

Bobbi Slossar, Technology Resources Librarian, NHSL

Due to the pandemic, a number of database vendors are providing free access on a temporary basis, typically through May or June, 2020, to valuable online services to public library patrons and students. In addition to the statewide package of EBSCO suite of databases, other resources from EBSCO, Gale, and Infobase Learning / Facts on File are also available to your patrons. Please see this [Google Folder](#) for more details on how to access the services or, when necessary, set up your temporarily-free accounts.

Granite State Libraries is a publication of the New Hampshire State Library.

Issues are released the second Friday of each month.

Submit articles to [Deborah Dutcher](#) by the first Friday of the month.

Highlights include:

- Test prep flashcards & guides (EBSCO)
- Downloadable study packages (EBSCO)
- GED Test Prep (EBSCO)
- Rosetta Stone Library Solution (EBSCO, registration request required)
- Biographies Online (Infobase)
- World Almanac (Infobase)
- Bloom's Literature (Infobase)
 - Full videos available of classics like *Our Town* and *Death of a Salesman*.
- Typing Club (EBSCO)
- Writer's Reference Center (Facts On File)
- American History (Infobase)
- Issues & Controversies (Infobase)
- Today's Science (Facts On File)
- World News Digest (Infobase)

Please read through the documents in the open Google Drive folder and [email me](#) if you have any questions.

NHLA COVID-19

Resource Page for NH Librarians

<http://nhlibrarians.org/covid-19-resources/>

This resource is a joint effort between the NH State Library and the New Hampshire Library Association to provide a clearinghouse-webpage for necessary resources for New Hampshire public libraries and the communities they serve during the pandemic.

For more information, please contact [Lori Fisher](#), Assistant State Librarian, NH State Library (271-2393).